

At the direct request of Mr Rob Reynolds, the director of the Benefits Assistance Service office, the eBenefits team has created a customer feedback form to gather feedback from users of the eBenefits site for the December 12, 2010 release of eBenefits.

This form is filled out on a voluntary only basis, and because it offers open text fields, it provides site users the option of deciding how much or how little information they want to provide. This form is seen by the BAS office and veterans they have spoken to as a benefit to veterans, and in order to offer this to them in a timely fashion as promised, it must be offered in the December 12 release of eBenefits. The eBenefits team is aware that availability of this form for this release has been briefed to the BEC IS/IT which includes DoD members, and has been promised at the highest levels for this release.

There will be no change in the burden hours.